

Owais Abbas

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PROFILE

I am seeking a challenging role in a forward-thinking organization where I can contribute to achieve business objectives through efficient administrative support and streamlined operations. I bring a strong sense of commitment to excellence, organizational efficiency, and professional growth. With extensive experience in operations, vendor support, and customer service, my expertise includes managing office operations, resolving complex issues, ensuring accuracy in product listing and content, coordinating staffing and departmental reporting, and fostering productive vendor relationships. I am dedicated to driving operational excellence and supporting organizational success.

ACADMIC QUALIFICATION

S.S.C. (Commerce) from Board of Secondary Education, Karachi	2003
H.S.C.(Commerce) from Board of Intermediate Education, Karachi	2006

SKILLS

- **Strong Communication Skills** – Effective in both written and verbal communication to foster collaboration and resolve issues.
- **Customer and Seller Support** – Skilled in providing exceptional support to customers and vendors, ensuring satisfaction and retention.
- **Teamwork and Leadership** – Proficient in working collaboratively and leading teams to achieve organizational goals.
- **Adaptability** – Highly flexible and capable of thriving in dynamic work environments.
- **Independent and Team-Oriented Work** – Equally efficient in working autonomously or as part of a team.
- **Administrative Expertise** – Experienced in managing office operations, documentation, and compliance.
- **Operational Efficiency** – Skilled in coordinating staffing, streamlining processes, and ensuring smooth day-to-day operations.
- **Technical Proficiency** – Proficient in basic computing, including MS Office and operational software. Experienced in using CRM platforms such as **Salesforce, Siebel, OMS, Zendesk**, and **Xspace** for customer and seller support, case management, and reporting. Skilled in streamlining workflows, enhancing customer satisfaction, and optimizing operational efficiency through effective use of these tools.

WORK EXPERIENCE

Seller Issue Resolution Operations Acting Lead at Daraz Pakistan
2023 – 2024

- Supervised and coached the team to ensure efficient complaint management and conflict resolution.
- Provided training on process updates and changes.
- Managed escalations, developed action plans, and identified process improvement opportunities.

- Effectively handled seller complaints, claims, product listing issues, brand approvals, and workload management.
- Ensured SLA compliance and KPI achievement in collaboration with the Line Manager.
- Supported post-purchase processes, including order verification and seller finance claim resolution.
- Managed queries and issues related to Seller Compliance, Commercial, Incubation, Onboarding, Fulfilment, and Content & Catalogue.

Seller Issue Resolution Officer Operations at Daraz Pakistan 2021 – 2023

- Responded promptly to complaints forwarded by staff, coordinating with teams nationwide to resolve issues.
- Took ownership of complaint cases and followed up on escalations to relevant hubs/warehouses.
- Ensured the resolution of escalated cases within SLA, maintaining a relationship through end-to-end resolution.
- Resolved service problems using independent judgment, providing solutions within the defined SOP.
- Independently interacted with hub coordinators and business partners to provide timely and complete resolution to inquiries within established timeframes.
- Assisted other team members in handling seller issues as needed.

Seller Issue Resolution Officer (SWAT) at Daraz Pakistan 2019 – 2021

- Responded promptly to seller inquiries via email or calls as needed.
- Improved the structure around seller resolution and complaint management, driving Root Cause Analysis activities.
- Gained a thorough understanding of requirements related to complaints handling and resolution.
- Identified areas where issues occurred for sellers and provided resolutions when possible.
- Took the lead and ownership of difficult complaint cases escalated to relevant departments.
- Collaborated with internal departments (Finance, Operations, & Commercial) to ensure end-to-end resolution of escalated cases, issue handling, and case management.
- Managed a team by maintaining positive communication, motivating, mentoring, and coaching all team members.

CS Emails at Daraz Pakistan 2018 – 2019

- Responded promptly to customer inquiries via email.
- Coordinated with different departments through email for rapid resolution, providing appropriate responses to customer order issues or queries.
- Acknowledged and resolved customer complaints, ensuring their concerns were addressed.
- Maintained an in-depth knowledge of our products to answer customer questions accurately.
- Processed orders, forms, applications, and requests efficiently.

- Ensured customer satisfaction by providing professional and timely customer support.

Team Coordinator CS Outbound at Daraz Pakistan
2016 – 2018

- Began as a Customer Service Executive (CSE) in the Outbound department, managing order confirmations via outbound calls. Later promoted to Point of Contact (POC) Outbound.
- Promoted to Point of Contact (POC) for the Outbound team.
- Handled objections, resolved inquiries, and delivered accurate information.
- Enhanced the organization's reputation by exploring opportunities to add value and fulfilling unique requests.
- Acted as a team leader in their absence, motivating the team and addressing skill gaps through training.
- Assisted in hiring and training new team members.
- Allocated tasks to enhance team performance and reported progress to management.
- Addressed and resolved issues proactively.
- Contributed to process development as part of the YATRA (S&P) Team, aligning with Alibaba requirements.

Assistant Project Coordinator at COMSATS INSTITUTE OF INFORMATION & TECHNOLOGY (Virtual Campus)
2014 – 2016

- Kept records of students registered for the programs offered.
- Maintained student fee records to ensure accurate data management.
- Created and maintained filing systems for inter-office documents, including correspondence and other records.
- Performed additional office duties as requested.

Assistant Monitoring Evaluation Officer at National Testing Service Pakistan
2012 – 2013

- Developed and strengthened the monitoring and evaluation process.
- Provided feedback and suggestions to the Project Manager on project activities.
- Assisted the Project Manager in preparing relevant project activities.
- Prepared and maintained the project database.
- Assisted in creating logs for reporting purposes.
- Completed assigned tasks within specified timeframes
- Supported the Project Manager in preparing monthly and quarterly reports on project progress.
- Monitored the institutes assigned to the BBSYDP program.

CSE at TRG for Telenor Pakistan
2009 – 2012

- Responded professionally to calls, providing detailed product and service information.
- Documented customer interactions, including complaints and inquiries, with accuracy.
- Escalated unresolved issues and grievances to higher departments for resolution.

- Ensured the team was well-informed with the latest updates to deliver excellent service.
- Assisted with client services and assessed customer needs to recommend suitable products.
- Explained issues, provided effective solutions, and followed up to ensure resolution.
- Conducted performance evaluations and took necessary actions to maintain service quality.

Accountant at Futureye.Inc Pakistan

2004 – 2005

- Verified and calculated payments, amounts, and records to ensure correctness.
- Handled incoming and outgoing daily post, responded to any related inquiries, and managed filing of documents.
- Managed petty cash transactions effectively.
- Oversaw credit control and followed up on overdue debts.
- Reconciled financial accounts and direct debits.
- Maintained accurate store records and ensured proper filing.

Computer Hardware Technician at Shirazi Trading Company Pakistan

2003 – 2004

- Installed new hardware components as required for client systems.
- Purchased necessary accessories based on client specifications and project requirements.
- Ensured that systems were set up according to client requests and delivered within the agreed timeline.
- Maintained and serviced equipment in accordance with client needs and specifications.

REFERENCE

References can be provided upon request.